



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

June 19, 2009

Harris Koenig, Chief Executive Officer
Alvarado Hospital, LLC
6655 Alvarado Road
San Diego, CA 92120

Dear Mr. Koenig:

RE: FINAL MONITORING VISIT REPORT for Alvarado Hospital – ET08-0192

Date of the Visit:	6/09/09
Beginning/Ending Time:	1:30 p.m. – 3:15 p.m.
Date of Last Visit:	10/01/08
Visit Location:	San Diego, CA
Persons in attendance:	Gudrun Moll, CNO, Alvarado Hospital; Kim Plale, Assistant to CNO, Alvarado Hospital; and Krista Campion, Contract Analyst, Employment Training Panel
Action Required:	No

CONTRACT INFORMATION

Term of Agreement:	9/05/07 - 9/04/09	Agreement Amount:	\$338,400
Training Start Date:	9/05/07	No. to Retain:	235
Date Training must be Completed:	6/04/09	Range of Hours:	24 – 130
Type of Trainee:	SET Retrainee	Weighted Ave. Hours:	80

*ACTION ITEMS REMAINING
FROM THE PRIOR VISIT:*

***None – All issues from prior Monitoring Report
were resolved (see page 3, 10-Hour report).***

FINAL REPORT SUMMARY

SACRAMENTO CENTRAL OFFICE
1100 J Street, 4th Floor
SACRAMENTO, CA 95814
(916) 327-5640

N. HOLLYWOOD REGIONAL OFFICE
4640 Lankershim Blvd., Suite 311
NORTH HOLLYWOOD, CA 91602
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE
1065 East Hillsdale Blvd, Suite 415
FOSTER CITY, CA 94404
(650) 655-6930

SAN DIEGO REGIONAL OFFICE
5353 Mission Center Road, Suite 110
SAN DIEGO, CA 92108
(619) 686-1920

www.etp.ca.gov
ETP (05/16/2007)

- **HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on 10/19/07. Ms. Plale confirmed that training commenced on this project on 9/05/07 and the last day of ETP training was 5/28/09, which allows for the 90-day retention period to be completed within the term of the Agreement – 9/04/09.

There were no Agreement Modifications or Amendments processed during the term of this Agreement.

- **INTERVIEW WITH GUDRUN MOLL, CHIEF NURSING OFFICER, ALVARADO HOSPITAL**

This SET project was designed to enhance the competencies of its Registered Nurses (RN's) through training in Business Skills, Commercial Skills, Computer Skills and Advanced Technology. Ms. Moll reported that, although Alvarado Hospital will not earn reimbursement for the maximum ETP Agreement amount, the ETP training was very effective and beneficial to the hospital.

She stated that, as a result of the Nurse technical training in Advanced Technology, the job skills of the RN's has increased tremendously. Specifically, Ms. Moll stated that the ETP training had a direct correlation to improved patient care. Ms. Moll also reported that the Clinical Preceptor training was very beneficial and that she considered her Preceptors (trainers) a "life-line" to the trainee as they ensured competencies were met when the trainee was completing Clinical training.

According to Ms. Moll, Alvarado Hospital was challenged with balancing training needs and staffing schedules, and had to cancel several classes the first quarter of 2009. She stated that the hospital experienced challenges with backfilling behind nurses that were released for training, due to budgeting issues and the downturn in the economy 2008 – 2009. As a result, a significant number of RN's did not complete the minimum number of hours to qualify for reimbursement (see projected earnings below).

PROJECT STATUS PROVIDED BY THE CONTRACTOR

Trainees Started Training:	277	Completed Training:	61
Trainees Enrolled:	285	Completed Retention:	37
Dropped Following Enrollment:	*0	In Retention Period:	24

**There are approximately 224 trainees to be dropped in the project. Ms. Plale agreed to drop these trainees prior to submitting the closeout invoice to ETP.*

PROJECTED EARNINGS / NUMBER TO RETAIN

Ms. Plale reported that 61 retrainees (26% of planned trainees) have completed the minimum number of hours to qualify for reimbursement, which is confirmed in the ETP class/lab tracking system. The per trainee reimbursement for class/lab training is based on the total actual number of training hours completed for each trainee, provided the minimum (24) and no more than the maximum (130) class/lab training hours are completed, and all other Agreement terms and conditions are met.

The 61 retrainees referenced above have completed from 24 to 130 hours of class/lab and Advanced Technology (AT) training, for a grand total of 3,855.5 hours of training. This equates to a potential reimbursement of \$95,250, assuming that all Agreement performance requirements are met. This amount is approximately 28% percent of the Agreement amount.

CLOSEOUT INVOICE

To date, Alvarado Hospital has been paid a total of \$46,469, of which \$36,015 is considered *earned*. Ms. Campion advised your staff that the closeout invoice should be submitted to the ETP Fiscal Unit in Sacramento no later than 30 days after the end term date of the Agreement or by 10/04/09.

ATTENDANCE ROSTERS

Attendance Rosters reviewed:	5 trainees' rosters covering 1/06/09 – 5/28/09	Rosters reviewed contained all the required information per Title 22, California Code of Regulations, Section 4442.	YES
Information contained in rosters reviewed was consistent with the hours reported on-line?			YES

10-HOUR REPORT – TRACKING DATA ENTRY

The ETP class/lab tracking system 10-Hour Report reflects that 23 retrainees have received up to 12 hours of training per day for each day of Clinical/Preceptor training. Given that nurses work 12 hour shifts, this report is an accurate depiction of training, according to Ms. Plale.

AUDIT

Alvarado Hospital will be notified in writing if this Agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

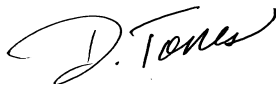
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding the information in this letter, please contact Ms. Campion at 619-686-1917, or at kcampion@etp.ca.gov, within ten (10) working days from the receipt date of this letter.

Sincerely,



Diana Torres, Manager
San Diego Regional Office



Krista Campion, Contract Analyst
San Diego Regional Office

cc: Gudrun Moll, Chief Nursing Officer, Alvarado Hospital
Kim Plale, Education Coordinator, Alvarado Hospital
Kulbir Mayall, ETP Fiscal Manager
Master File
Project File